

ITIL Intermediate Course: Capability Track

Course Title: Service Offerings and Agreements (SOA)

Duration: 40 Hrs

Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Service Offerings and Agreements of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience

The Service Offerings and Agreements Capability course will be of interest to:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications.
- Individuals and / or operational staff who require a deep practical understanding of the Service Offerings and Agreements processes and how these may be used to enhance the quality of IT service support within an organization, for example: operational staff involved in Service Portfolio Management; Service Catalogue Management, Service Level Management, Demand Management, Supplier Management, Financial Management and Business Relationship Management
- IT professionals involved in IT Service Management implementation and improvement programs.
- A typical role includes (but is not restricted to): IT professionals, IT / business managers and IT / business process owners, IT practitioners.

Course Learning Objectives:

At the end of this course, the learner will gain competencies in:

- Understanding Service Management as a Practice and how the processes within Service Offerings and Agreements support the Service Lifecycle
- Knowing the important role of Service Offerings and Agreements in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Offerings and Agreements processes

- The application of Service Offerings and Agreements processes, activities and functions to achieve operational excellence
- How to measure Service Offerings and Agreements performance
- The importance of IT Security and how it supports Service Offerings and Agreements
- Understanding technology and implementation requirements in support of Service Offerings and Agreements
- The challenges, critical success factors and risks related with Service Offerings and Agreements

Prerequisites:

Candidates for this course must:

- Hold an ITIL Foundation Certificate (holders of Foundation certificate from an earlier version of ITIL , e.g.: ITIL v2, must pass the current ITIL Foundation exam before attending this course)
- There is no minimum mandatory requirement but 2 to 4 years professional experience working in IT Service Management is highly desirable
- It is also strongly recommended that candidates:
- Can demonstrate familiarity with IT terminology and understand the context of Service Offerings and Agreements management of their own business environment is strongly recommended.
- Have exposure working in the service management capacity within a service provider environment, with responsibility emphasizing on at least one of the following management processes:
 - Service Portfolio Management, Service Catalogue Management, Service Level Management, Demand Management, Supplier Management and Financial Management
- It is recommended that candidates are familiar with the guidance detailed in the ITIL Service Lifecycle Practices core publications prior to attending training for this certification.

Course Student Material:

- Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG.

Examination:

- Evidence of ITIL Foundation Certificate and completion of Service Offerings and Agreements Capability course from an Accredited Training Provider is required to sit the exam

- It is recommended that students should complete at least 12 hours of personal study by reviewing the syllabus and the and the associated areas of the ITIL Service Management Practice core guidance, in particular Service Strategy and Service Design publications in preparation for the examination.
- The exam is a closed book exam with eight (8) multiple choice, scenario-based, gradient scored questions.
- Exam duration is a maximum 90 minutes for all candidates in their respective language (candidates sitting the examination in a language other than their first language have a maximum of 120 minutes and are allowed to use a dictionary)
- Each question will have 4 possible answer options, one of which is worth 5 marks, one which is worth 3 marks, one which is worth 1 mark, and one which is a distracter and achieves no marks.
- Pass score is 28/40 or 70%
- Distinction pass score is under consideration

Credits:

- Upon successful passing of the ITIL Service Offerings and Agreements Capability exam, the student will be recognized with 4 credits in the ITIL qualification scheme.
- Project Management Institute – Professional Development Units (PDUs) = 40

Agenda:

Day1	Day2	Day3	Day4	Day5
1. Introduction	3. Service Level Management	5.Demand Management	7.Financial Management	10. Technology and Implementation Considerations
2. Service Portfolio Management		6.Supplier Management	8.Business Relationship Management	11.Exam Preparation / Mock Exam
3. Service Catalogue Management		7.Financial Management	9.Roles and Responsibilities	
			10. Technology and Implementation Considerations	